Program Head, IT Service Management (IT Manager)

As the Program Head for IT Service Management within ITS, this position will have overall responsibility (and be lead facilitator) for the design, delivery, and management of IT Services to support the Libraries’ operations and meet its technology and user needs. The Program Head will use a set of well-defined best practices (based on ITIL), and is responsible for leading the development, implementation, and continuous improvement of IT Service Management (ITSM) processes; as well as establishing, measuring, and reporting on Key Performance Indicators (KPIs) related to services, processes, operations, and delivery.

RESPONSIBILITIES:

The Program Head for IT Service Management role includes the following responsibilities:

Supervision (25%)
- Lead and manage the Desktop Support team, and coordinate the work of the external consultants
- Oversee and perform full supervisory functions including hiring, performance management, goal-setting, disciplinary actions, etc. for unit staff
- Ensure all daily, weekly, and monthly activities are accomplished in accordance with set priorities, to ensure the Libraries’ information systems function reliably and that IT resources are used effectively
- Lead training and mentoring of subordinate technicians and consultants, and implementing standard operating procedures

Leadership and IT Service management (50%)
- Lead the design and implementation of ITSM strategies, policies and procedures, and technical standards and methods
- Lead the creation and maintenance of a comprehensive and useful Service Catalog
- Meet or exceed all required service level agreements
- Recommend appropriate tools to aid in the adoption of solid ITSM processes and best practices
- Own and lead the execution of the process development and improvement roadmap for multiple ITIL processes to improve alignment and business outcomes.
- Identify, document and continuously improve all required operational procedures in accordance with established guidelines and practices
- Create, monitor, and report on a comprehensive set of metrics and KPIs based on the IT service deliverables. Analyze the data and recommend improvements

Collaboration (25%)
- Partner and collaborate with other teams within the Libraries and MIT, to deliver a holistic ITSM program with a coordinated set of continuous improvement initiatives.
- Responsible for relationship management with customers and vendors
- Contribute to the organizational life of the MIT Libraries as appropriate, such as participating in organization wide committees/groups, on occasion.
QUALIFICATIONS:

Required:

- Bachelor's Degree in Information Technology or equivalent
- At least 7 years’ experience working in an IT service management role
- Minimum of 4 years supervisory experience, managing technology staff
- Customer focused, responsive, and takes initiative to understand and meet customer needs
- Excellent communication and interpersonal skills are a must
- Experience implementing ITIL best practices in a complex environment
- Works well independently and within a team, and is responsible for meeting committed deadlines
- Inspires, motivates, and guides team toward goal accomplishment
- Empowers others by sharing information and delegating as appropriate
- ITIL Foundation Certification

Preferred:

- Master’s Degree in Information Technology or equivalent
- 10 years of experience or more, in a technology role
- 6 years or more of experience supervising and managing IT service teams
- Experience in higher education, museum, or cultural type institutions
- Knowledge of and experience with project management methodologies and business analysis techniques

Physical Requirements/Expectations for All Employees

As a member of the MIT community, supports MIT’s Non-Discrimination Policy and respectfully interacts with other members in the community.

Supports the MIT Libraries commitment to DISJ by enthusiastically embracing the empathy, courage, self-reflection and respect of a multi-cultural, diverse and inclusive workplace, and striving to incorporate those values in work and interactions.

Expectations for Employees in Management Positions

As a member of the MIT management team, expected performance includes demonstration of certain accountabilities including leadership, developmental advising/mentoring, mentoring, communicating for results, strategic business sense, and resource management.

Disclaimer:
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

SALARY AND BENEFITS: $100,000 minimum salary. Actual salary will depend on qualifications and experience. MIT offers excellent benefits including a choice of health and retirement plans, a dental plan, tuition assistance, and fully subsidized MBTA passes for local bus and subway service. Flexible work arrangements, including flex-time and telecommuting, are considered for positions that meet established criteria. The MIT Libraries is a collegial and supportive working environment and fosters professional growth of staff with management training and travel funding for professional meetings.
APPLICATION PROCESS: Apply online here. Applications must include cover letter and resume. Priority will be given to applications received by March 1st, 2019; position open until filled. MIT is strongly and actively committed to diversity within its community and particularly welcomes applications from qualified women and minority candidates. Professionals who enthusiastically embrace the empathy, courage, self-reflection and respect of a multi-cultural, diverse and inclusive workplace, and who strive to incorporate those values in their work and interactions are encouraged to apply.

The MIT Libraries are dedicated to advancing research, teaching, and learning at MIT and beyond. In addition to supporting every part of the Institute with distinctive collections, world-class service and expertise, and welcoming spaces, the Libraries seek to define the global research library of the future. We aim to play a leading role in advancing knowledge to solve global challenges by enhancing the discovery, use, collection, creation, management, dissemination, and preservation of information across disciplines. Library staff at all levels contribute to this mission and to a culture that values openness, inclusion, innovation, and community.